OnlineDisclosures
Formerly TMG CRB
a GBGroup solution

GBGroup
USING IDENTITY INTELLIGENTLY

The Applicants User Guide

Helpdesk Telephone: 0845 251 5000
Opening Times: 8.30am to 5.30pm Monday to Friday

Email: onlinedisclosures@gbgplc.com

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How do I Register on Online Disclosures?

To be able to Sign In and complete the disclosure application, you need to register first.

There are **two** ways in which you can register on Online Disclosures.
How you register is decided by the organisation you are completing the disclosure check for.

Please select how you need to Register

My Organisation has Registered me

(I have been sent an activation e-mail)

I need to Self-register

(I have been supplied with an Org Pin & Secret Word)

If you are unsure of how you need to register, please contact the Organisation you are completing the disclosure check for.

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How do I Self-Register?

The first time you use Online Disclosures you need to **Register**. Click **Register** on the right hand side of the screen.

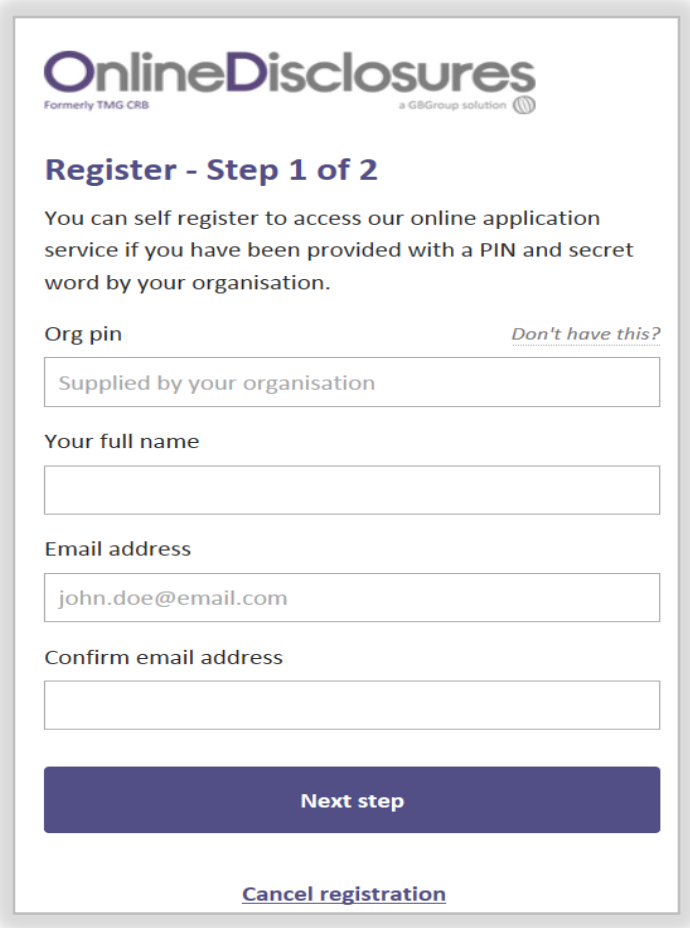
Org Pin: This is a specific number supplied by your organisation.

Your Full Name: Enter your full name.

Email: Enter your own email and **confirm** it by entering it again.

Click **Next Step**

Please Note: If you do **not** have on Org Pin, then you should contact the organisation requesting you complete an Online Disclosures check.


OnlineDisclosures
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Register - Step 1 of 2
You can self register to access our online application service if you have been provided with a PIN and secret word by your organisation.
Org pin
Don't have this?
Supplied by your organisation
Your full name
Email address
john.doe@email.com
Confirm email address
Next step
Cancel registration

Next

Back to Contents

How do I Self-Register?

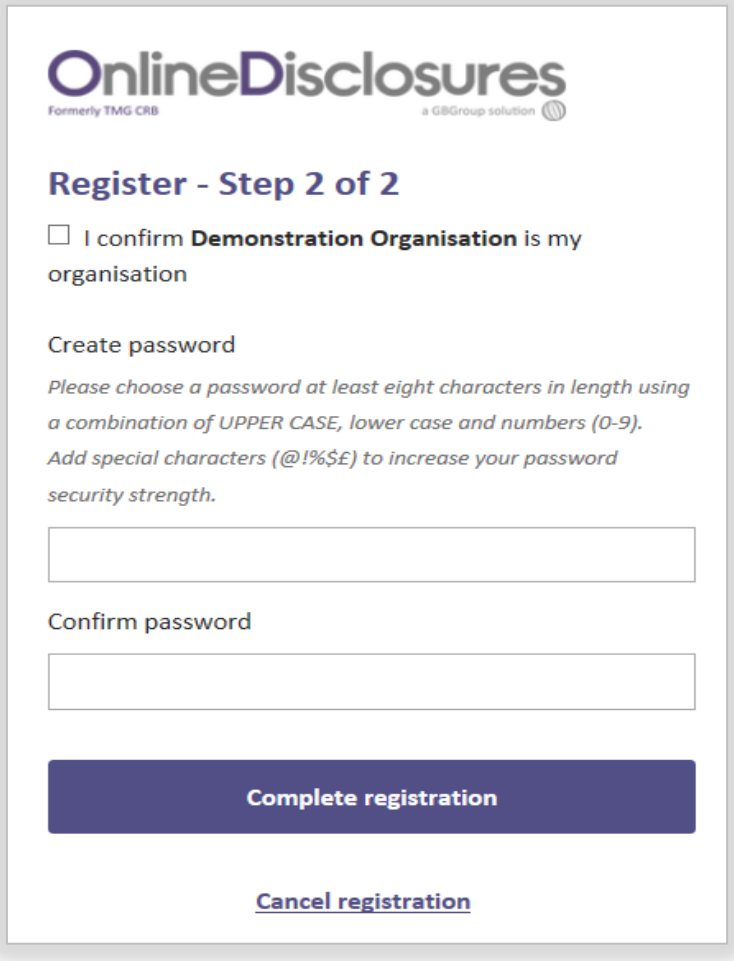
The name of your organisation will automatically be generated, **click** the box to **confirm** that this is your organisation.

Password: This is created by you. It should be something that you **can remember** as you will **need** it to **Sign In** to Online Disclosures in the **future**. **Confirm** the password by entering it again.

Click **Complete Registration.**

You will be taken to the **Step 1** of the application.

Please Note: The password has to be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%$£) to increase your password security strength.


OnlineDisclosures
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Register - Step 2 of 2
I confirm Demonstration Organisation is my organisation
Create password
Please choose a password at least eight characters in length using a combination of UPPER CASE, lower case and numbers (0-9). Add special characters (@!%$£) to increase your password security strength.
Confirm password
Complete registration
Cancel registration

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My Organisation has Registered me, how do I Activate my Account?

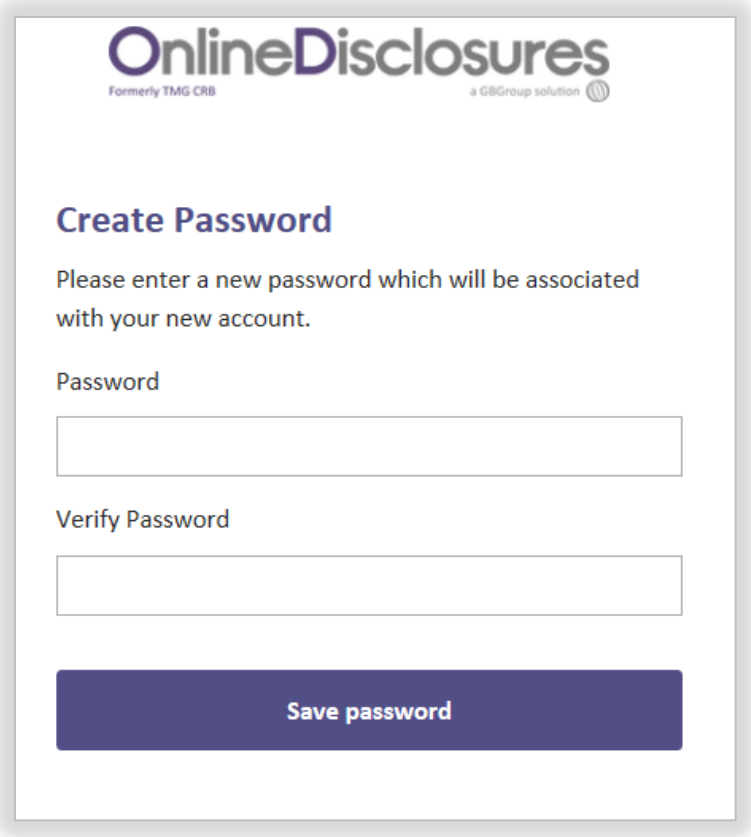
Once you have been added as an applicant, you will automatically be sent an activation email.

Open the email and click on the link contained. You will be asked to create a password. To see an example of the activation email click the link below.

Password: This is created by you. It should be something that you **can remember** as you will **need** it to **Sign In** to Online Disclosures in the **future**.

The password has to be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%$£) to increase your password security strength.

Confirm the password by entering it again. Click **Save Password.**



Please Note: If you have not been sent an activation email then contact the your organisation.

Example Activation Email

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How do I Sign In?

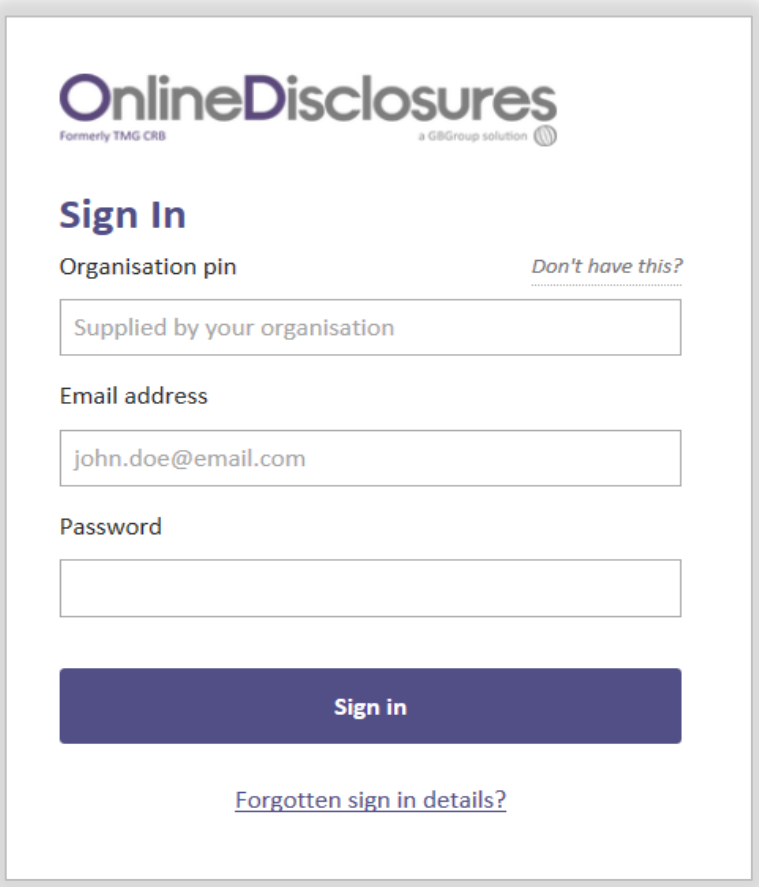
Organisation Pin: This is a number specific to your organisation.

Email: Enter the email address you used when you first accessed Online Disclosures.

Password: Enter the password you created for yourself.

Click **Sign In**

Please Note: The password is case sensitive and must be entered **exactly** as you created it.
If you have forgotten your sign in details, click Forgotten sign in details?



What do I do if I have forgotten my sign in details?

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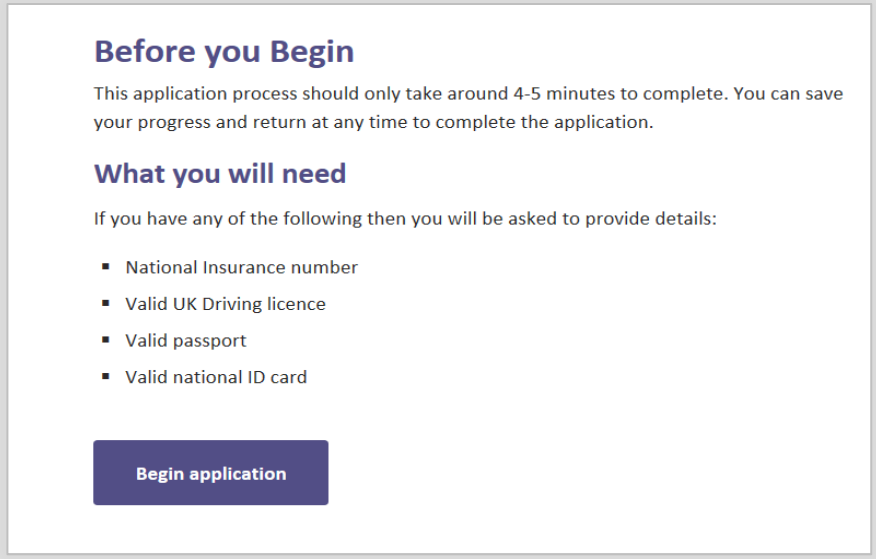
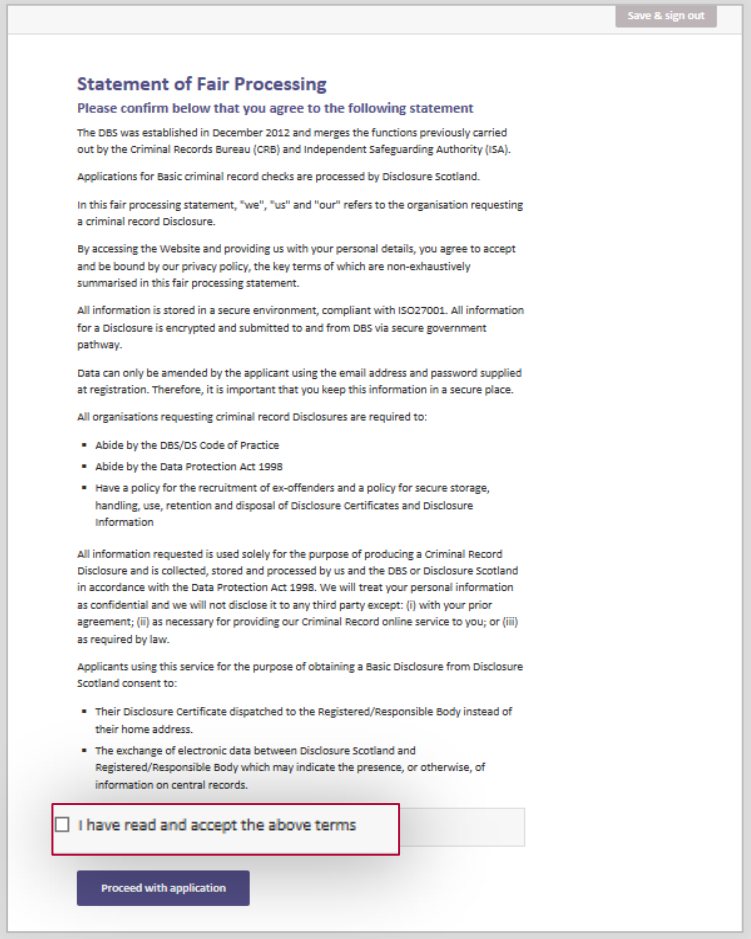
Before you begin the application…

If you have any of the documents listed it is mandatory to supply the relevant information requested. To make completing the application easier and faster for yourself, make sure therefore that you them readily available.


Before you Begin
This application process should only take around 4-5 minutes to complete. You can save your progress and return at any time to complete the application.
What you will need
If you have any of the following then you will be asked to provide details:
National Insurance number
Valid UK Driving licence
Valid passport
Valid national ID card
Begin application


Save & sign out
Statement of Fair Processing
Please confirm below that you agree to the following statement
The DBS was established in December 2012 and merges the functions previously carried out by the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).
Applications for Basic criminal record checks are processed by Disclosure Scotland.
In this fair processing statement, "we", "us" and "our" refers to the organisation requesting a criminal record Disclosure.
By accessing the Website and providing us with your personal details, you agree to accept and be bound by our privacy policy, the key terms of which are non-exhaustively summarised in this fair processing statement.
All information is stored in a secure environment, compliant with ISO27001. All information for a Disclosure is encrypted and submitted to and from DBS via secure government pathway.
Data can only be amended by the applicant using the email address and password supplied at registration. Therefore, it is important that you keep this information in a secure place.
All organisations requesting criminal record Disclosures are required to:
Abide by the DBS/DS Code of Practice
Abide by the Data Protection Act 1998
Have a policy for the recruitment of ex-offenders and a policy for secure storage, handling, use, retention and disposal of Disclosure Certificates and Disclosure information
All information requested is used solely for the purpose of producing a Criminal Record Disclosure and is collected, stored and processed by us and the DBS or Disclosure Scotland in accordance with the Data Protection Act 1998. We will treat your personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our Criminal Record online service to you; or (iii) as required by law.
Applicants using this service for the purpose of obtaining a Basic Disclosure from Disclosure Scotland consent to:
Their Disclosure Certificate dispatched to the Registered/Responsible Body instead of their home address.
The exchange of electronic data between Disclosure Scotland and Registered/Responsible Body which may indicate the presence, or otherwise, of information on central records.
I have read and accept the above terms
Proceed with application

Please read the **Statement of Fair Processing** and click **Accept** at the bottom of the page.

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Step 1
How do I complete About You: Name & Gender?

Gender: Select your Gender
(A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure.)

Select your **title** from the drop down list.

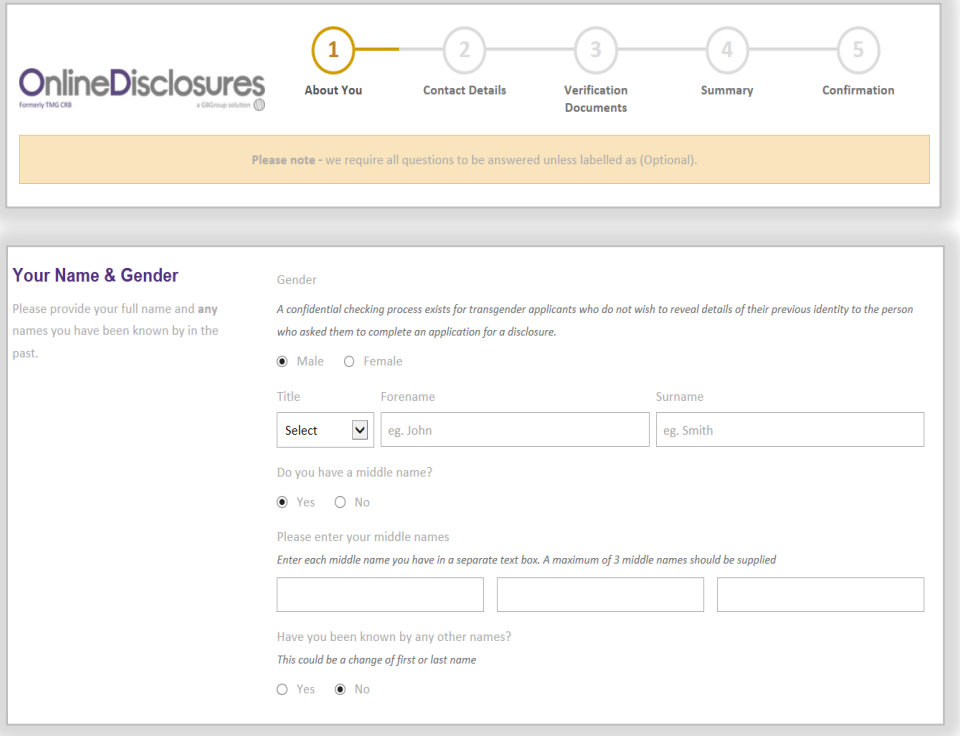
Type in your full **Forename** and **Surname**.

Important: Shortened names, 'nicknames' and only initials should not be used unless these match you Identity Documents (ID).

If you have a **middle name,** select **Yes.**

Enter **all** your middle names. One middle name per box. The details of all middle names must be entered.

If you do not have a middle name select **No**.


OnlineDisclosures
1 About You
2 Contact Details
3 Verification Documents
4 Summary
5 Confirmation
Please note - we require all questions to be answered unless labelled as (Optional).
Your Name & Gender
Please provide your full name and any names you have been known by in the past.
Gender
A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure.
Male
Female
Title
Forename
Surname
Select
eg. John
eg. Smith
Do you have a middle name?
Yes
No
Please enter your middle names
Enter each middle name you have in a separate text box. A maximum of 3 middle names should be supplied
Have you been known by any other names?
This could be a change of first or last name
Yes
No

Next

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Step 1
How do I complete About You: Adding Previous Names?

If you have **never** been known by any other names, select **No**

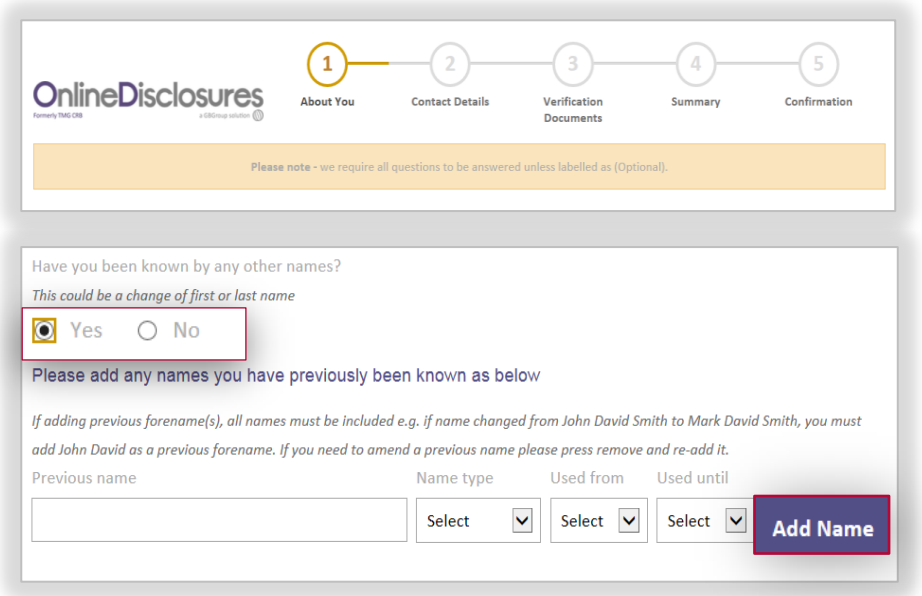
If you **have** been known by any other names, Select **Yes.**

Enter your previous name. Select the name type i.e. **forename** or **surname** from the drop down.

Enter the year that you used this name **from** and **until.**

Click **Add Name.** Repeat this process until all previous names have been entered.

To remove a name, click **remove**.


OnlineDisclosures
1 About You
2 Contact Details
3 Verification Documents
4 Summary
5 Confirmation
Please note - we require all questions to be answered unless labelled as (Optional).
Have you been known by any other names?
This could be a change of first or last name
Yes
No
Please add any names you have previously been known as below
If adding previous forename(s), all names must be included e.g. If name changed from John David Smith to Mark David Smith, you must add John David as a previous forename. If you need to amend a previous name please press remove and re-add it.
Previous name
Name type
Used from
Used until
Select
Select
Select
Add Name

Please Note: If adding previous forename(s), all forenames must be included e.g. if name changed from **John David Smith** to **Mark David Smith**, you must add **John David** as a previous forename.

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Step 1
How do I complete: About You: Birth Details?

Date of Birth: Enter your date of birth in the following format DD/MM/YYYY

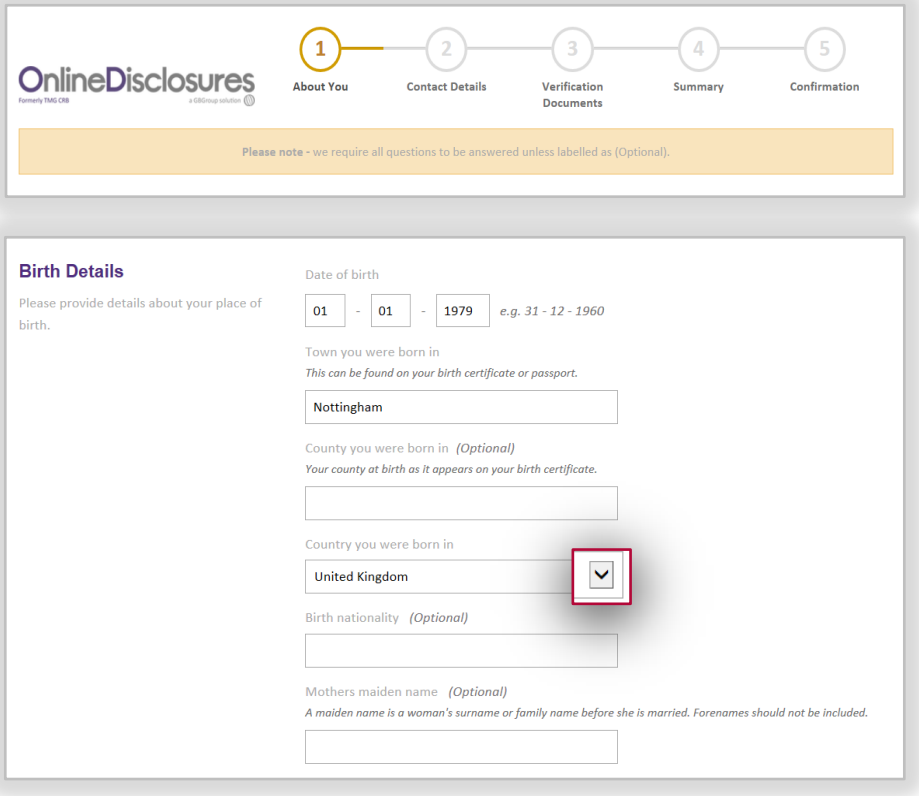
Enter the name of the **town** you were born in i.e. Nottingham

Select from the drop down list the country you were **born** in.

Please Note: The details of **Birth County, Birth Nationality** and **Mother's Maiden Name** are not required for all types of disclosure checks.

If they marked as **optional**, you **do not** need to **complete them.**

If they are **not** marked as optional, you **do** have to **complete them**.


OnlineDisclosures
1 About You
2 Contact Details
3 Verification Documents
4 Summary
5 Confirmation
Please note - we require all questions to be answered unless labelled as (Optional).
Birth Details
Please provide details about your place of birth.
Date of birth
01 - 01 - 1979 e.g. 31 - 12 - 1960
Town you were born in
This can be found on your birth certificate or passport.
Nottingham
County you were born in (Optional)
Your county at birth as it appears on your birth certificate.
Country you were born in
United Kingdom
Birth nationality (Optional)
Mothers maiden name (Optional)
A maiden name is a woman's surname or family name before she is married. Forenames should not be included.

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Step 1
My Identification Documents (ID)

Click on the box **next** to any current and valid document that you have.

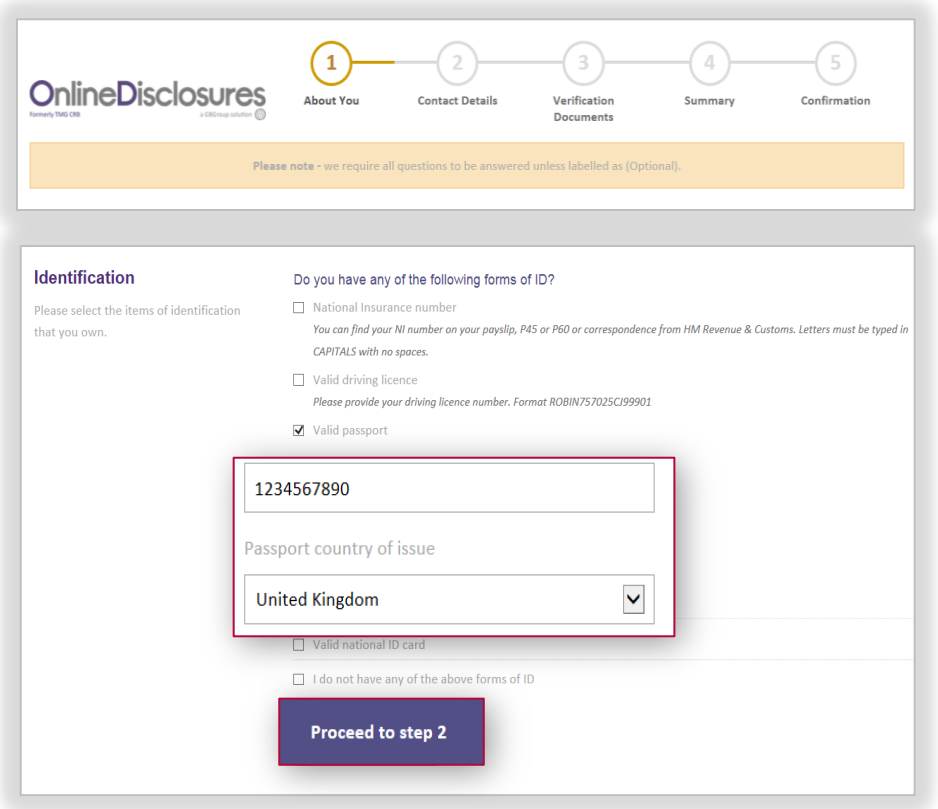
Fields will appear underneath each document selected.

You must enter all the required information for the document you have selected.

If you do not have any of the documents click the box to state this.

Click **Proceed to Step 2.**

Please Note: Do **not** click the box alongside the document if you **do not** have it.


OnlineDisclosures
1 About You
2 Contact Details
3 Verification Documents
4 Summary
5 Confirmation
Please note - we require all questions to be answered unless labelled as (Optional).
Identification
Please select the items of identification that you own.
Do you have any of the following forms of ID?
National Insurance number
You can find your NI number on your payslip, P45 or P60 or correspondence from HM Revenue & Customs. Letters must be typed in CAPITALS with no spaces.
Valid driving licence
Please provide your driving licence number. Format ROBIN757025CJ99901
Valid passport
1234567890
Passport country of issue
United Kingdom
Valid national ID card
I do not have any of the above forms of ID
Proceed to step 2

Next

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Step 2
How do I complete the Contact & Address Details?

Contact Details

You are **not** required to supply us with any contact telephone numbers. Doing so however, will provide us with more contact details for you, making it easier for us to contact you, should we need to.

Address Details

For your application to be processed, we must have a full 5 year address history. Click a button below which best describes your address history.

I am currently living in the UK, and have done, for the last 5 years.

I have visited another country/countries or lived abroad for longer than a month, at any one time, during the last 5 years.

In the last 5 years I have lived away from home whilst at University.

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Step 2
I live in the UK, How do I enter my current address details?

Enter your Postcode, Click **Find**.

Select your house number/name from the drop down list.

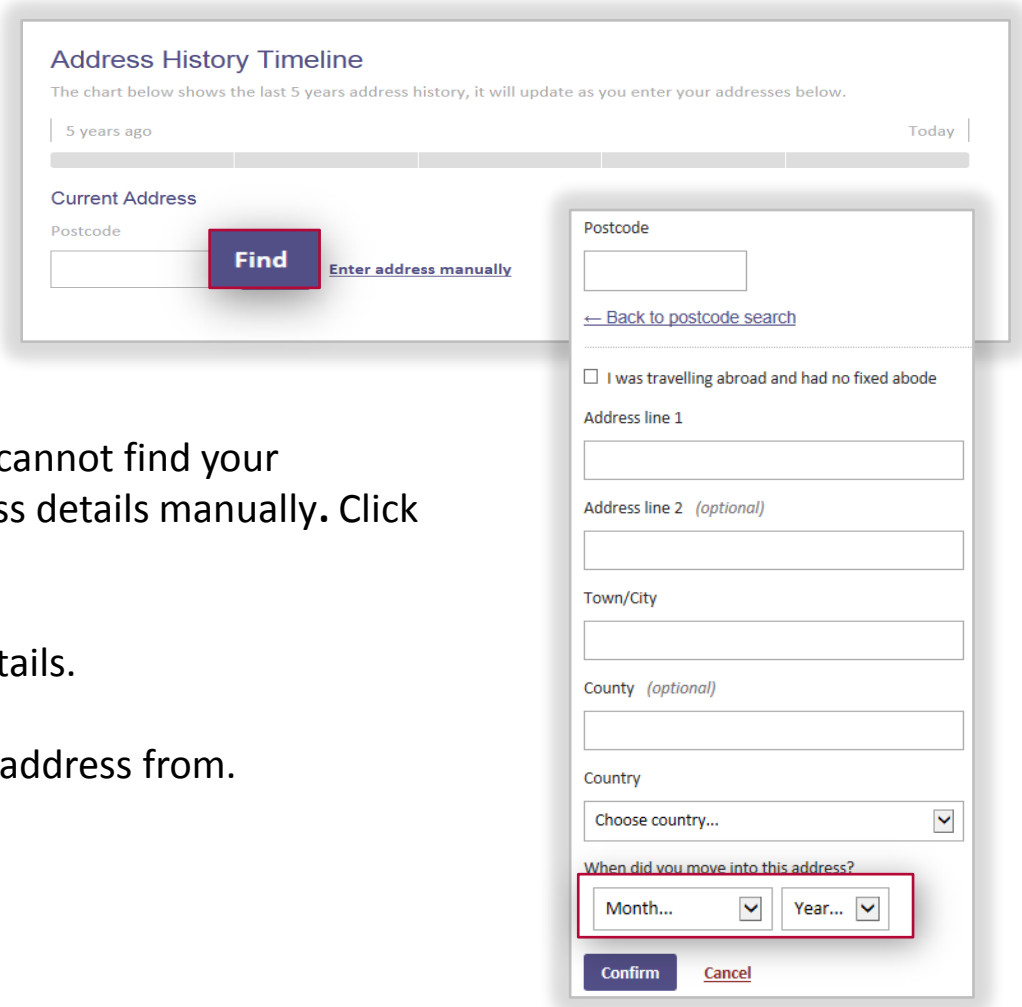
Enter the date that you moved in. Click **Confirm**

If for some reason the automatic look up cannot find your address, it is possible to enter your address details manually**.** Click **Enter address manually.**

Type in your postcode and full address details.

Enter the date that you have lived at that address from.

Click **Confirm**



Next | Jump to Step 3: ID Verification | Back to Contents

Step 2
How do I add my previous UK address details?

After you have entered you current address, click **Add Another Address**

Follow the steps for **automatic look up or** enter your previous address **manually.**

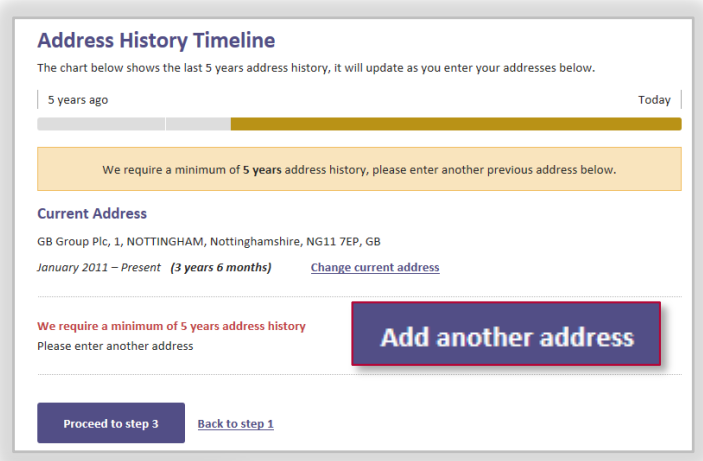
Enter the **Month** and **Year** you moved into this address and the **Month** and **Year** you moved out.

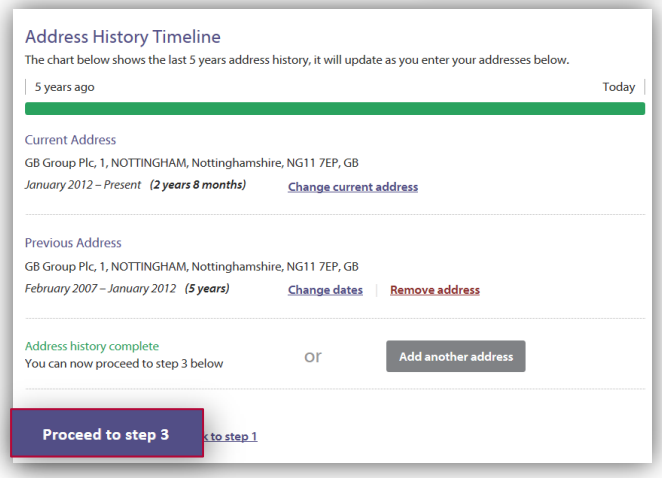
Click **Confirm.**

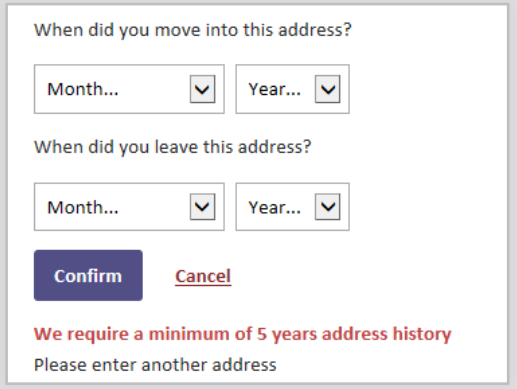
Repeat, until you have supplied address details for the last 5 years.

When you have entered sufficient address details, the address bar will be fully highlighted in green.

Click **Proceed to Step 3**


Address History Timeline
The chart below shows the last 5 years address history, it will update as you enter your addresses below.
5 years ago
Today
We require a minimum of 5 years address history, please enter another previous address below.
Current Address
GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB
January 2011 – Present (3 years 6 months)
Change current address
We require a minimum of 5 years address history
Please enter another address
Add another address
Proceed to step 3
Back to step 1


Address History Timeline
The chart below shows the last 5 years address history, it will update as you enter your addresses below.
5 years ago
Today
Current Address
GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB
January 2012 – Present (2 years 8 months)
Change current address
Previous Address
GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB
February 2007 – January 2012 (5 years)
Change dates
Remove address
Address history complete
You can now proceed to step 3 below
or
Add another address
Proceed to step 3



Jump to Step 3: ID Verification

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Step 2
I have lived abroad/travelled in the last 5 years, How do I enter my address details?

Select **Enter Address Manually.**

Tick the box next to: **I was travelling abroad and had no fixed abode.**

Select the country from the **drop down list**.

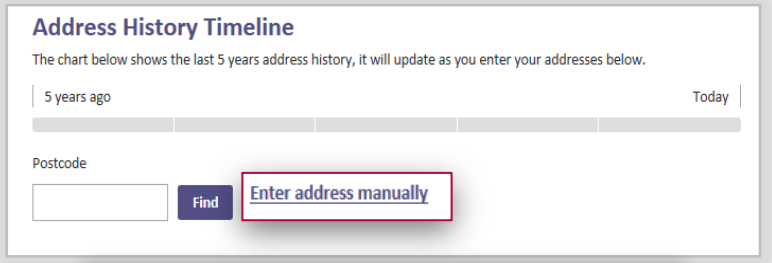
Enter the **month** and **year** that you **entered** this country.

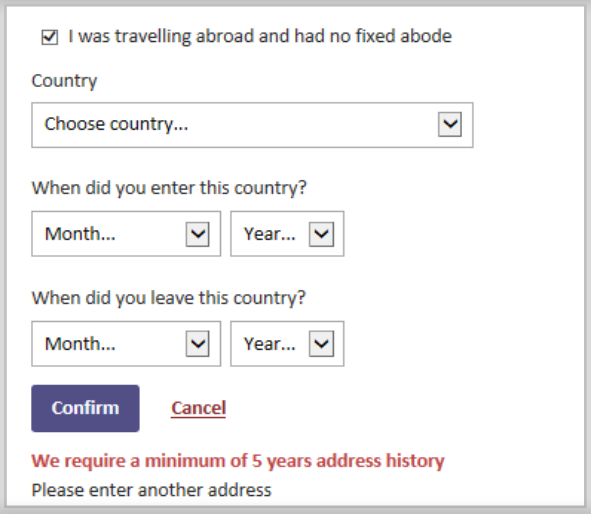
Click **Confirm**

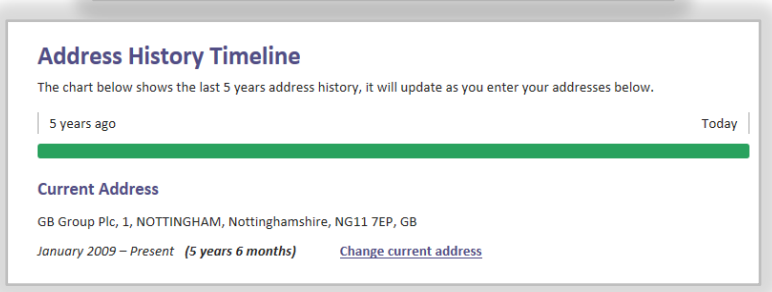
If more than 1 country was visited, provide the details of **all** the countries you visited. It is possible for the dates entered to overlap.

Repeat until all addresses have been entered. The address bar will go green when sufficient address details have been entered.

Click **Proceed to Step 3.**


Address History Timeline
The chart below shows the last 5 years address history, it will update as you enter your addresses below.
5 years ago
Today
Postcode
Find
Enter address manually




Address History Timeline
The chart below shows the last 5 years address history, it will update as you enter your addresses below.
5 years ago
Today
Current Address
GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB
January 2009 – Present (5 years 6 months)
Change current address

Jump to Step 3: ID Verification

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Step 2
I have lived away from home whilst at University, how do I enter my address details?

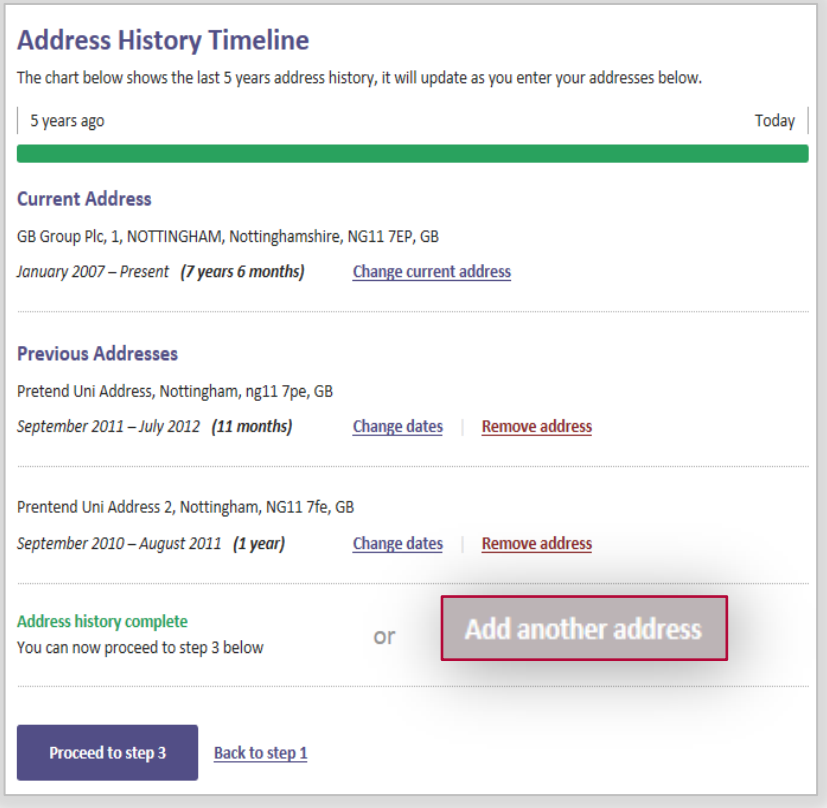
The Online Disclosures system allows you enter overlapping addresses.
If you have been to University and lived away from home during this time, you must supply the details of **all your university addresses.**

Your ID is checked against the address you enter as your current address. Therefore it should match the address shown on the ID you have selected for verification.

If you are currently living away from home but your ID relates to your home address, then enter you home address details in the current address.

Any other addresses lived at can be added by clicking **Add Another Address**.

An example of a student, currently living away at University who has lived in two previous addresses during term time is shown.


Address History Timeline
The chart below shows the last 5 years address history, it will update as you enter your addresses below.
5 years ago
Today
Current Address
GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB
January 2007 – Present (7 years 6 months)
Change current address
Previous Addresses
Pretend Uni Address, Nottingham, ng11 7pe, GB
September 2011 – July 2012 (11 months)
Change dates
Remove address
Prentend Uni Address 2, Nottingham, NG11 7fe, GB
September 2010 – August 2011 (1 year)
Change dates
Remove address
Address history complete
You can now proceed to step 3 below
or
Add another address
Proceed to step 3
Back to step 1

Jump to Step 3: ID Verification

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Step 3
How will my Identity Documents (ID) be Verified?

As part of the disclosure application you are required to provide ID and have these verified against the personal details you have supplied. This is to ensure that you are who you say you are.

How many documents you need to supply depends on what disclosure check you require.

A green bar will appear at the top of Step 3 to tell you when you have selected sufficient ID. For full guidance, please select how your ID will be verified?

My Organisation will verify my ID

My ID will be verified by the Post Office

Please Note: If you **do not** know how your ID will be verified, please contact your organisation directly.

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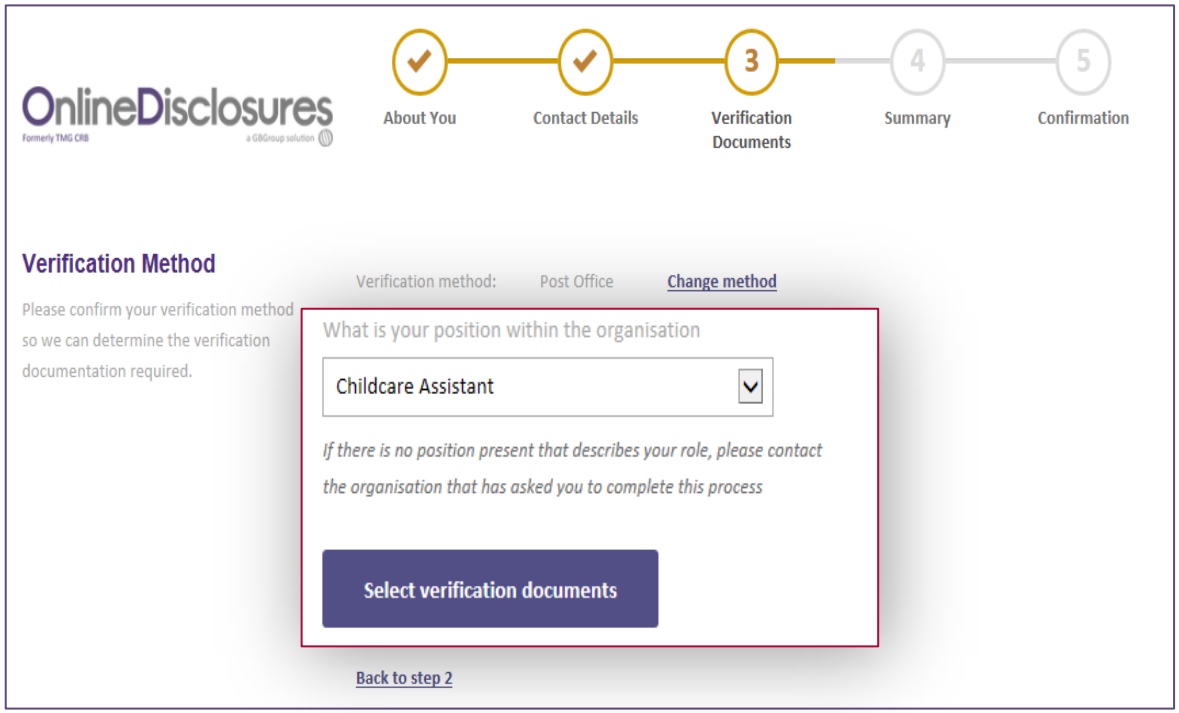
Step3
How do I select my ID for Post Office Verification?

The **default** method of verification for your organisation listed. **Do not** change the verification method **without** contacting your **organisation first**.

Select your position from the drop down list. If there is **no** position that describes your role, please **contact** your **organisation** directly.

Click **Select verification documents**.


OnlineDisclosures
About You
Contact Details
3
Verification Documents
4
Summary
5
Confirmation
Verification Method
Please confirm your verification method so we can determine the verification documentation required.
Verification method: Post Office Change method
What is your position within the organisation
Childcare Assistant
If there is no position present that describes your role, please contact the organisation that has asked you to complete this process
Select verification documents
Back to step 2

Next

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Step 3
How do I select my ID for Post Office Verification?

Select the ID from Group 1 that you want to use for verification.

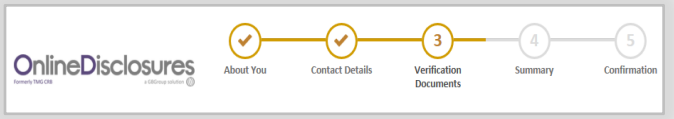
For each of the ID selected you will need to enter specific information. Enter the details requested.

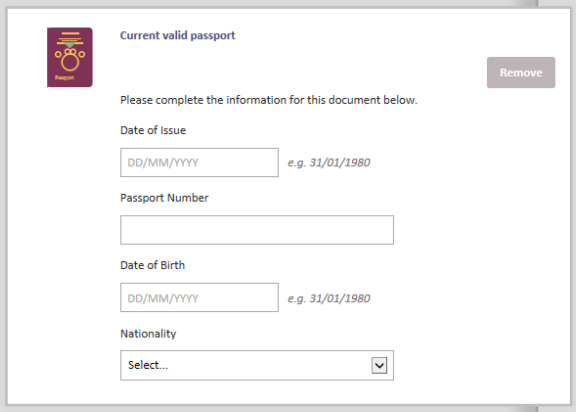
Repeat for all ID document you wish to provide from this group.

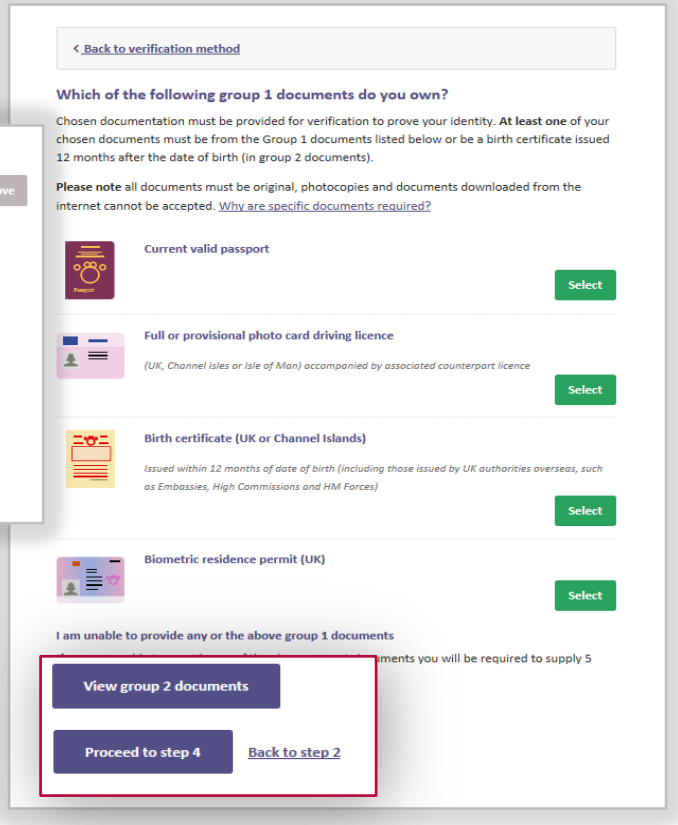
If no green bar appears, click **View Group 2 Documents**

If you **do not** have a Group 1 document then you **must** be able to supply a Birth Certificate (Issued 12 months after date of birth) from Group 2a, along with **4** other documents from Group 2a/b

Please Note: It is **important** to enter the **exact information** for each document. If the details entered **do not** match the ID shown at the Post Office, you will be turned away at the Post Office






< Back to verification method
Which of the following group 1 documents do you own?
Chosen documentation must be provided for verification to prove your identity. At least one of your chosen documents must be from the Group 1 documents listed below or be a birth certificate issued 12 months after the date of birth (in group 2 documents).
Please note all documents must be original, photocopies and documents downloaded from the internet cannot be accepted. Why are specific documents required?
Current valid passport
Select
Full or provisional photo card driving licence
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence
Select
Birth certificate (UK or Channel Islands)
Issued within 12 months of date of birth (including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces)
Select
Biometric residence permit (UK)
Select
I am unable to provide any or the above group 1 documents
View group 2 documents
Proceed to step 4
Back to step 2

Next

Back to Contents

Step 3
How do I select my ID for Post Office Verification?

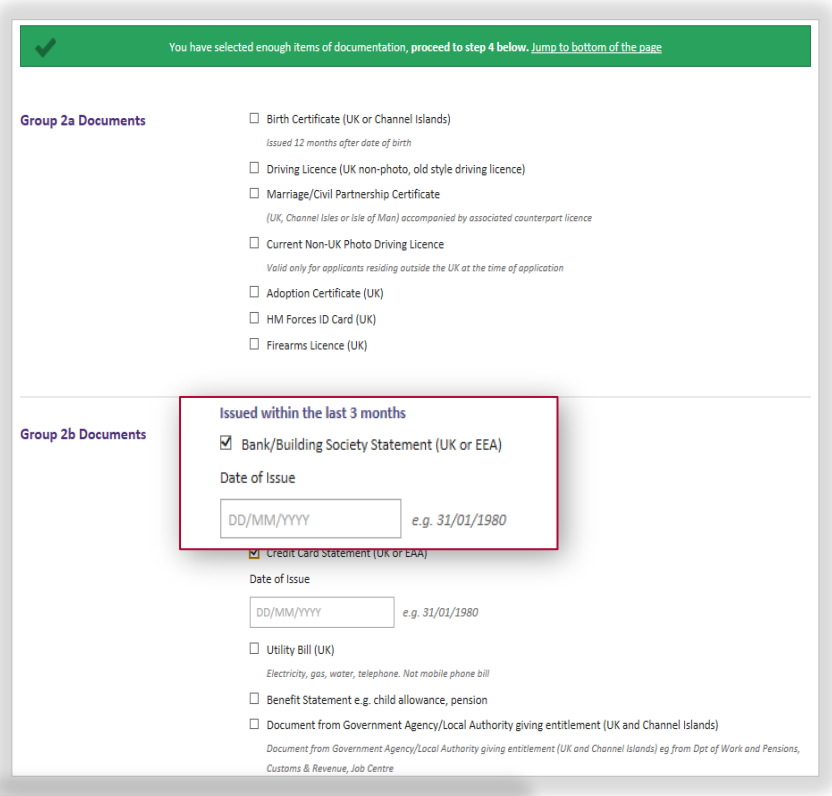
Select the ID from Group 2a/2b you want to use for your ID verification.

For each of the documents selected you will need to enter specific information.

Enter the details requested.

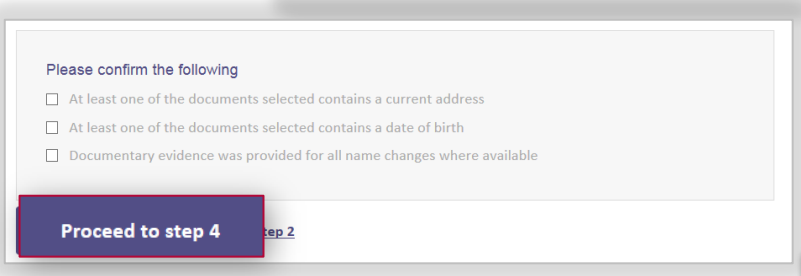
Repeat for all the ID document you wish to provide from Group2a/2b

A **green** bar will appear at the top of the page when sufficient ID has been selected.


You have selected enough items of documentation, proceed to step 4 below. Jump to bottom of the page
Group 2a Documents
Birth Certificate (UK or Channel Islands)
Issued 12 months after date of birth
Driving Licence (UK non-photo, old style driving licence)
Marriage/Civil Partnership Certificate
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence
Current Non-UK Photo Driving Licence
Valid only for applicants residing outside the UK at the time of application
Adoption Certificate (UK)
HM Forces ID Card (UK)
Firearms Licence (UK)
Group 2b Documents
Issued within the last 3 months
Bank/Building Society Statement (UK or EEA)
Date of Issue
DD/MM/YYYY
e.g. 31/01/1980
Credit Card Statement (UK or EEA)
Date of Issue
DD/MM/YYYY
e.g. 31/01/1980
Utility Bill (UK)
Electricity, gas, water, telephone. Not mobile phone bill
Benefit Statement e.g. child allowance, pension
Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands)
Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands) eg from Dpt of Work and Pensions, Customs & Revenue, Job Centre

You must confirm that you have selected sufficient ID for verification.

Tick all **3** boxes and click **Proceed to step 4**


Please confirm the following
At least one of the documents selected contains a current address
At least one of the documents selected contains a date of birth
Documentary evidence was provided for all name changes where available
Proceed to step 4

Back to Contents

How do I select my ID for Organisation Verification?

Click **Select verification documents.**

Select the ID from Group 1 that you the wish to use for verification.

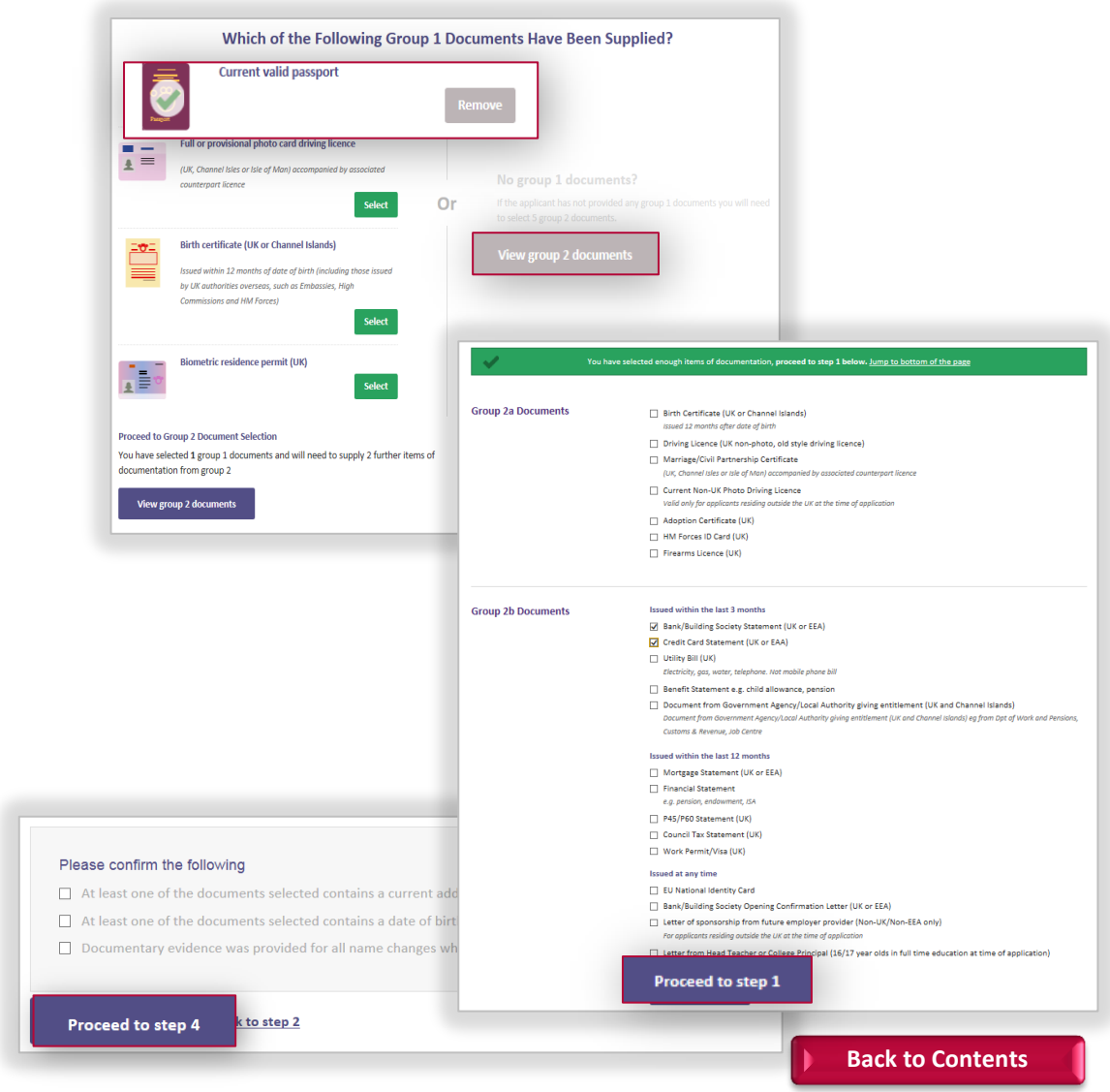
When sufficient ID has been selected a **green bar** will appear at the top of the application.

If **no** green bar appears and you have selected all the document the applicant has from Group 1.

Click **View Group 2 Documents. Select** the ID from Group 2a/2b that the wish to use.

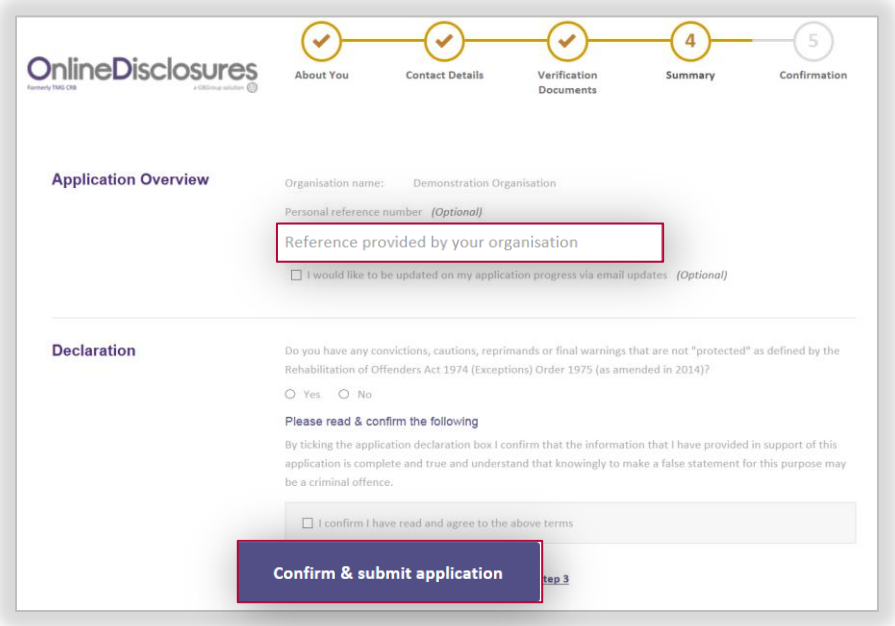
You must confirm that you have selected sufficient ID for verification.

Tick all **3** boxes and click **Proceed to step 4.**


Which of the Following Group 1 Documents Have Been Supplied?
Current valid passport
Remove
Full or provisional photo card driving licence
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence
Select
Or
No group 1 documents?
If the applicant has not provided any group 1 documents you will need to select 5 group 2 documents.
View group 2 documents
Birth certificate (UK or Channel Islands)
Issued within 12 months of date of birth (including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces)
Select
Biometric residence permit (UK)
Select
Proceed to Group 2 Document Selection
You have selected 1 group 1 documents and will need to supply 2 further items of documentation from group 2
View group 2 documents
You have selected enough items of documentation, proceed to step 1 below. Jump to bottom of the page
Group 2a Documents
Birth Certificate (UK or Channel Islands)
Issued 12 months after date of birth
Driving Licence (UK non-photo, old style driving licence)
Marriage/Civil Partnership Certificate
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence
Current Non-UK Photo Driving Licence
Valid only for applicants residing outside the UK at the time of application
Adoption Certificate (UK)
HM Forces ID Card (UK)
Firearms Licence (UK)
Group 2b Documents
Issued within the last 3 months
Bank/Building Society Statement (UK or EEA)
Credit Card Statement (UK or EAA)
Utility Bill (UK)
Electricity, gas, water, telephone. Not mobile phone bill
Benefit Statement e.g. child allowance, pension
Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands)
Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands) eg from Dpt of Work and Pensions, Customs & Revenue, Job Centre
Issued within the last 12 months
Mortgage Statement (UK or EEA)
Financial Statement
e.g. pension, endowment, ISA
P45/P60 Statement (UK)
Council Tax Statement (UK)
Work Permit/Visa (UK)
Issued at any time
EU National Identity Card
Bank/Building Society Opening Confirmation Letter (UK or EEA)
Letter of sponsorship from future employer provider (Non-UK/Non-EEA only)
For applicants residing outside the UK at the time of application
Letter from Head Teacher or College Principal (16/17 year olds in full time education at time of application)
Proceed to step 1
Please confirm the following
At least one of the documents selected contains a current add
At least one of the documents selected contains a date of birt
Documentary evidence was provided for all name changes wh
Proceed to step 4
k to step 2

Back to Contents

Step 4
How do I complete the Summary?


OnlineDisclosures
About You
Contact Details
Verification Documents
4
Summary
5
Confirmation
Application Overview
Organisation name: Demonstration Organisation
Personal reference number (Optional)
Reference provided by your organisation
I would like to be updated on my application progress via email updates (Optional)
Declaration
Do you have any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2014)?
Yes
No
Please read & confirm the following
By ticking the application declaration box I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence.
I confirm I have read and agree to the above terms
Confirm & submit application

Application Overview

If you have a **personal reference number**, enter it. This might be Payroll reference, an employer or licence registration number, an FA number.

This field is **optional**. If you are unsure what to put in here then leave it blank.

If you would like to be updated via email of the progress of your application, tick the box.

Declaration

Answer the declaration question **Yes** or **No.** To **Confirm that you** have read and agree to the terms stated, tick the box.

Click **Confirm & Submit Application.**

For full guidance on what convictions, reprimands or final warnings are considered 'Not' protected click the button below.

The Rehabilitation of Offenders Act 2014

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Step 5
What do I have to do on the Confirmation Step for Post Office Verification?

In order to have your ID verified, you must print out the ID verification form and take this to the Post Office, along with the ID listed.

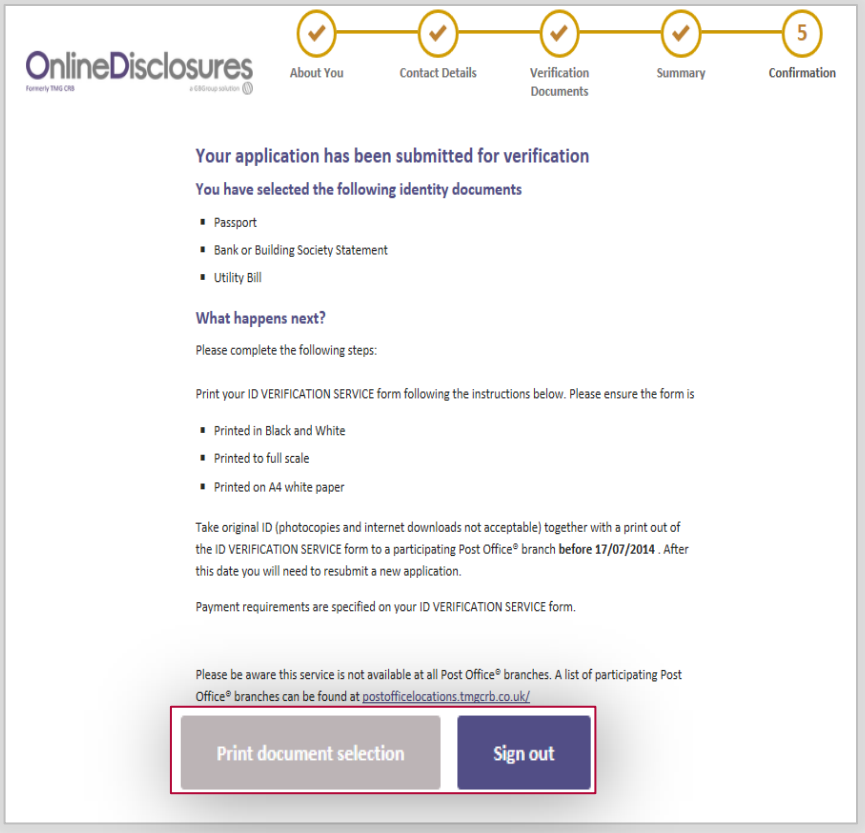
To Print the ID Verification Form, Click **Print Document Selection**.

The ID Verification form will open in a PDF file.
You can either print it directly from the PDF or save the document to your desktop.

Click **Sign Out**

Payment: Any payments required should be made at the Post Office once they have verified your ID.

Please Note: To find the nearest Post Office to you that does this, and how to use this service click the relevant button below.


About You
Contact Details
Verification Documents
Summary
5
Confirmation
Your application has been submitted for verification
You have selected the following identity documents
Passport
Bank or Building Society Statement
Utility Bill
What happens next?
Please complete the following steps:
Print your ID VERIFICATION SERVICE form following the instructions below. Please ensure the form is
Printed in Black and White
Printed to full scale
Printed on A4 white paper
Take original ID (photocopies and internet downloads not acceptable) together with a print out of the ID VERIFICATION SERVICE form to a participating Post Office® branch before 17/07/2014 . After this date you will need to resubmit a new application.
Payment requirements are specified on your ID VERIFICATION SERVICE form.
Please be aware this service is not available at all Post Office® branches. A list of participating Post Office® branches can be found at postofficelocations.tmgcrb.co.uk/
Print document selection
Sign out

Post Office Branch Finder Instructions

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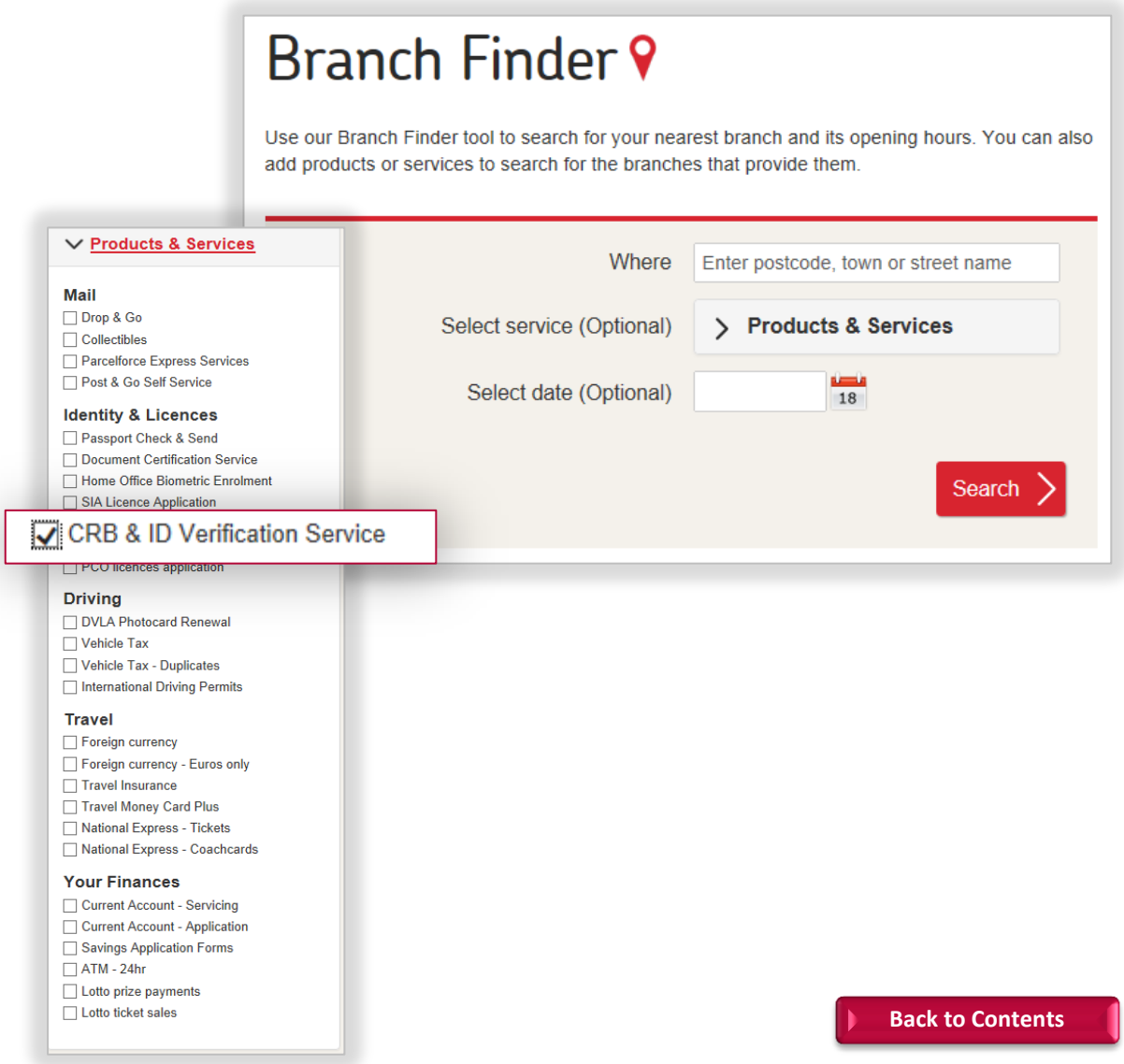
Post Office Branch Finder

Enter the address details you want to find the nearest Post Office branch to.

Click on **Products & Services**. From the drop down list select **CRB & ID Verification Service**.

Click **Search.**

The **nearest** branches in mile radius to the address information entered will be shown on the right hand side, along with a map.



Return to Step 5 Confirmation

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Step 5
What do I have to do on the Confirmation Step for Organisation Verification?

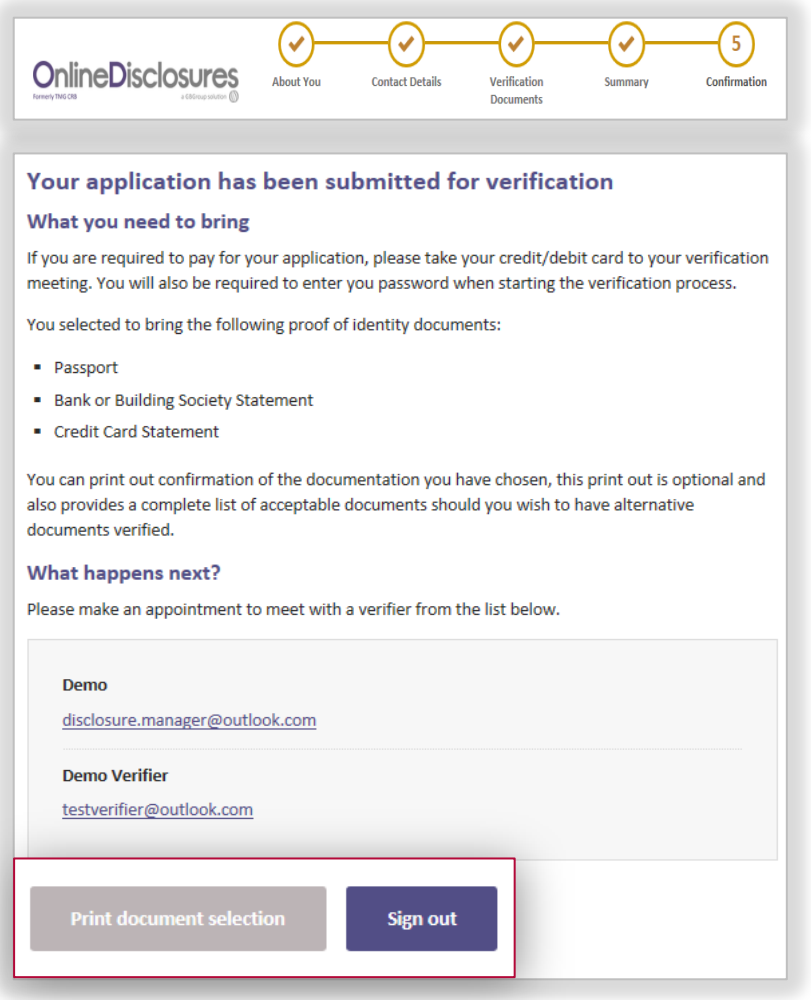
The ID you selected in Step 3 for verification will be listed.

If you have already supplied your ID to the organisation, e.g. during interview, then you are **not** required to do so again as these will be used for verification.

If you have **not** supplied your ID then please contact your organisation directly.

The contact details of nominated verifiers is listed.

Payment: If you are responsible for paying for your application, you will be prompted to do so after your ID has been verified.


OnlineDisclosures
About You
Contact Details
Verification Documents
Summary
5
Confirmation
Your application has been submitted for verification
What you need to bring
If you are required to pay for your application, please take your credit/debit card to your verification meeting. You will also be required to enter you password when starting the verification process.
You selected to bring the following proof of identity documents:
Passport
Bank or Building Society Statement
Credit Card Statement
You can print out confirmation of the documentation you have chosen, this print out is optional and also provides a complete list of acceptable documents should you wish to have alternative documents verified.
What happens next?
Please make an appointment to meet with a verifier from the list below.
Demo
disclosure.manager@outlook.com
Demo Verifier
testverifier@outlook.com
Print document selection
Sign out

How do I pay Online?

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How do I Pay Online?

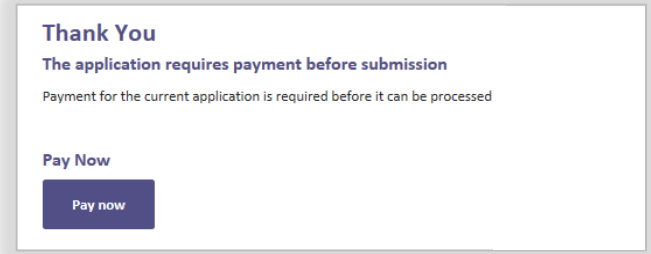
Once your ID has been verified you will receive an email asking you to make the payment. To do this Sign In to Online Disclosures and click **Pay Now**.

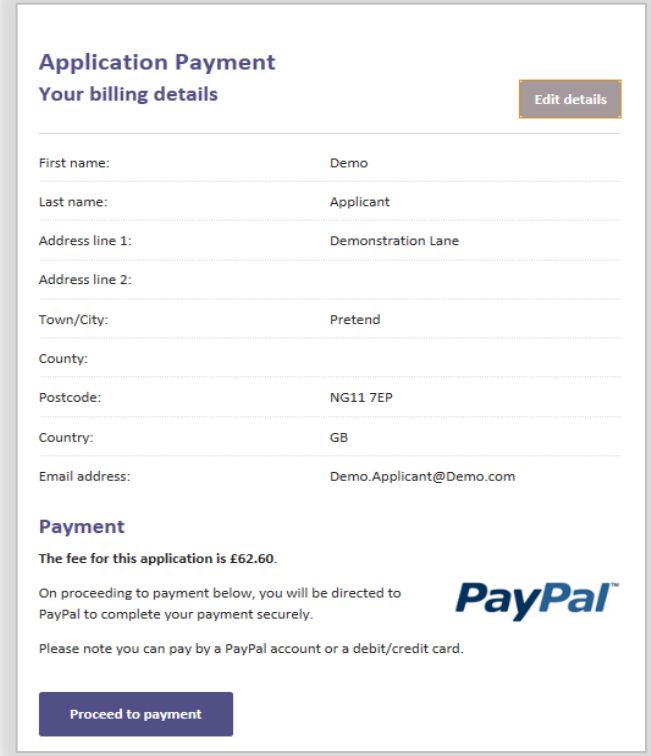
Check the billing name and address details are that of the payee.

If different to the payees billing details, click **Edit and enter the correct billing details.** To change the billing details back, click **Revert.**

Click **Proceed to Payment.**

Please Note: You **do not** need a PayPal account to make a payment. Payment can made by credit/debit card. This will be processed through PayPal.


Thank You
The application requires payment before submission
Payment for the current application is required before it can be processed
Pay Now
Pay now


Application Payment
Your billing details
Edit details
First name: Demo
Last name: Applicant
Address line 1: Demonstration Lane
Address line 2:
Town/City: Pretend
County:
Postcode: NG11 7EP
Country: GB
Email address: Demo.Applicant@Demo.com
Payment
The fee for this application is £62.60.
On proceeding to payment below, you will be directed to PayPal to complete your payment securely.
PayPal
Please note you can pay by a PayPal account or a debit/credit card.
Proceed to payment

How do I make a Payment With a PayPal Account?

How do I make a Payment Without a PayPal Account?

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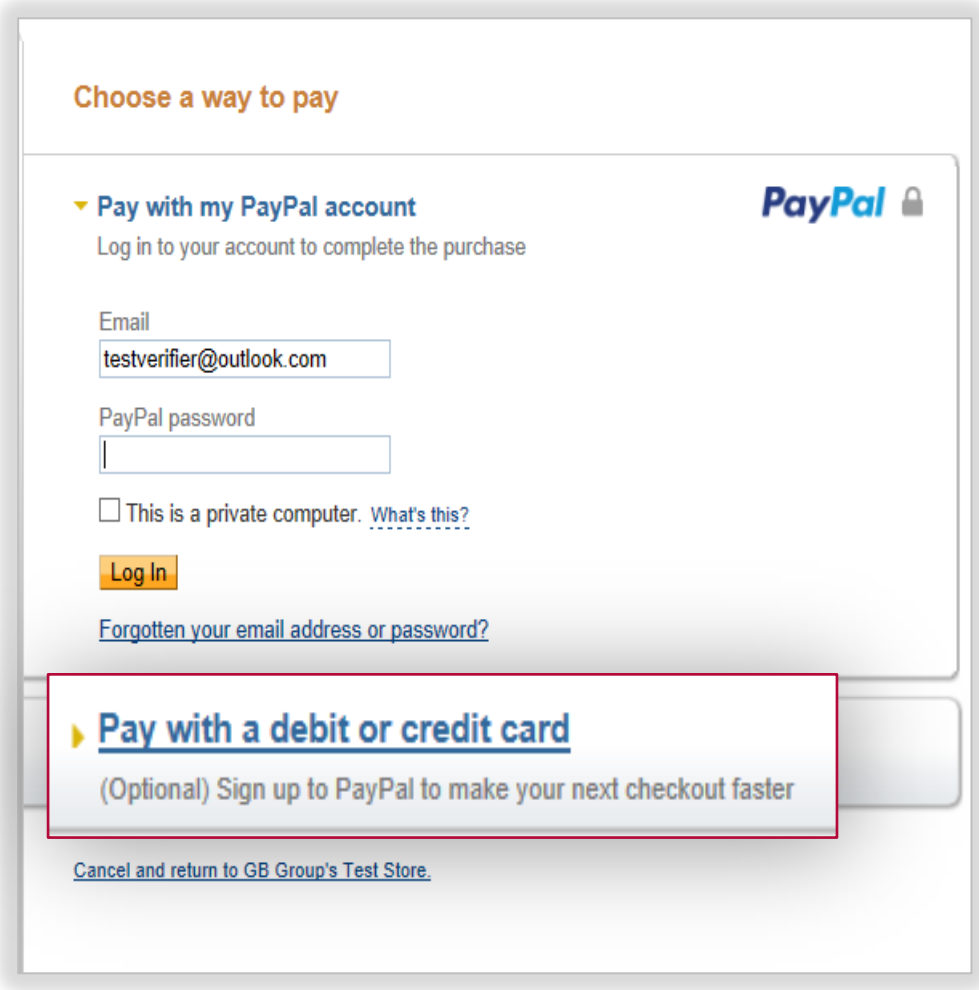
How do I make a payment with a PayPal account?

If you have a PayPal account, check the email is the email used for logging in to PayPal. If not change it and **enter** your PayPal **Password** and press **Log in**

Follow the instructions provided by PayPal.

If you **cannot** remember your PayPal account details, click **Forgotten your email address or Password?**

If you **do not** have a PayPal account, click Pay with a Credit/Debit card.


Choose a way to pay
Pay with my PayPal account
PayPal
Log in to your account to complete the purchase
Email
testverifier@outlook.com
PayPal password
This is a private computer. What's this?
Log In
Forgotten your email address or password?
Pay with a debit or credit card
(Optional) Sign up to PayPal to make your next checkout faster
Cancel and return to GB Group's Test Store.

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How do I make a payment without a PayPal account?

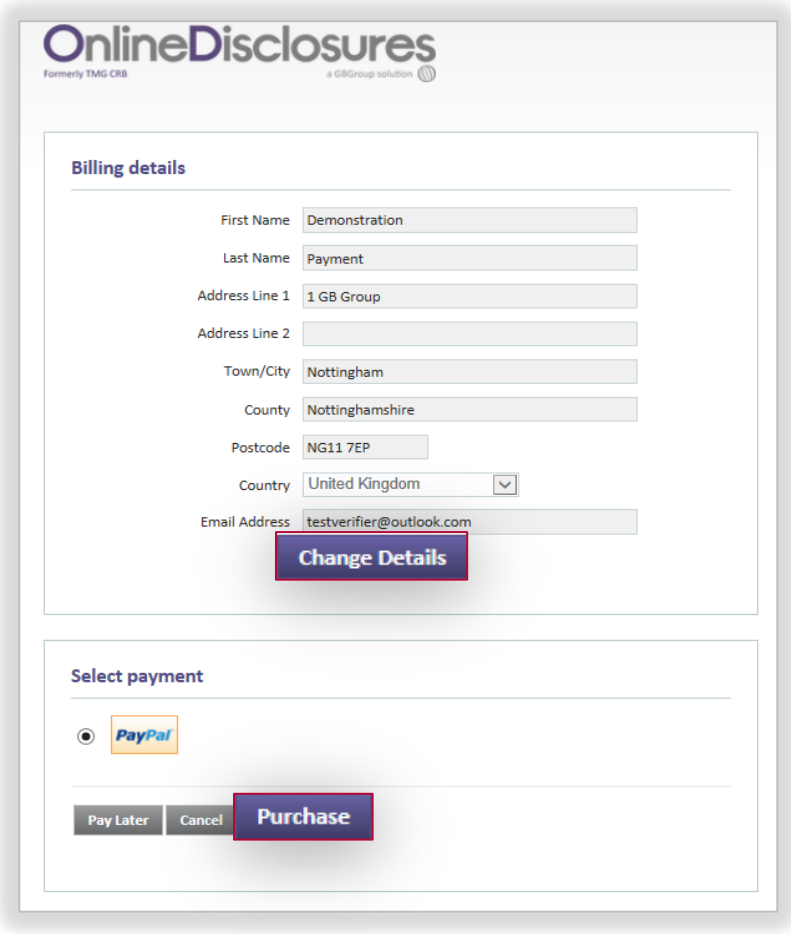
Check the billing details.

If different from the payees **or** no details are visible entered click **Change Details** and enter the correct payees details.

Click **Purchase**.

You **do not** need a PayPal account to make a payment.

Payment can made by credit/debit card. This will be processed through PayPal.



Next

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How do I make a payment without a PayPal account?

Select the **type** of **card** being used to make the payment form the drop down list.

Enter the **card details** requested.

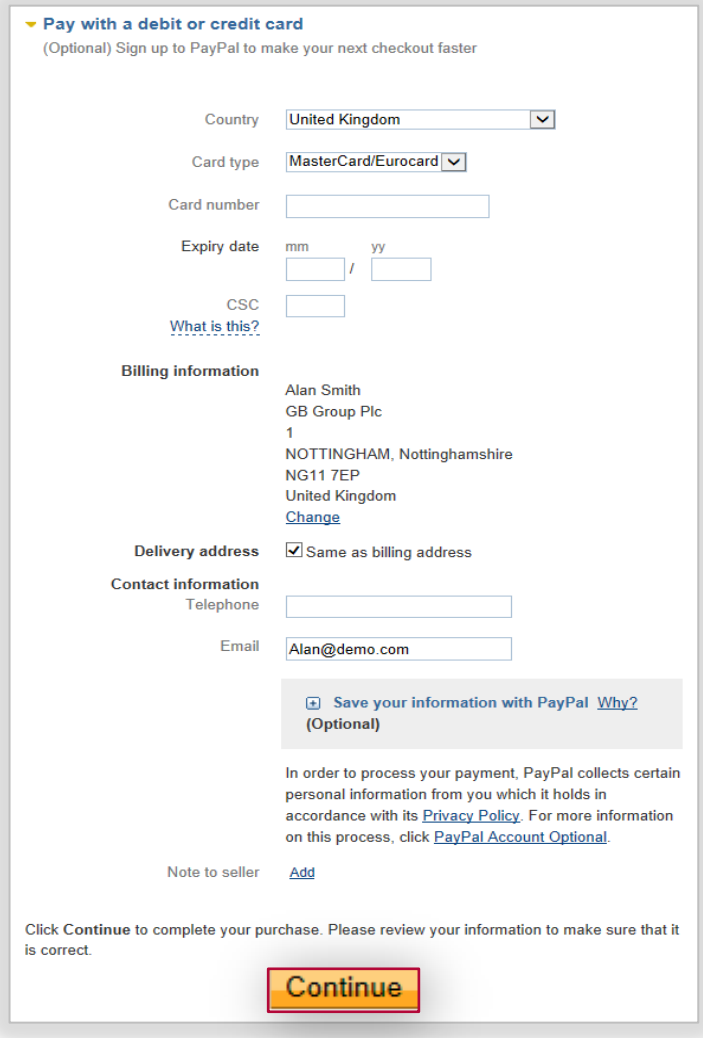
Check the **billing information**.

If the **billing information** is **incorrect** , click **change** and make any necessary changes to the billing information.

Enter a contact telephone number.

Check the **email address**, if **different** delete and enter the **correct** contact email address.

Click **Continue.**



Next

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How do I make a payment without a PayPal account?

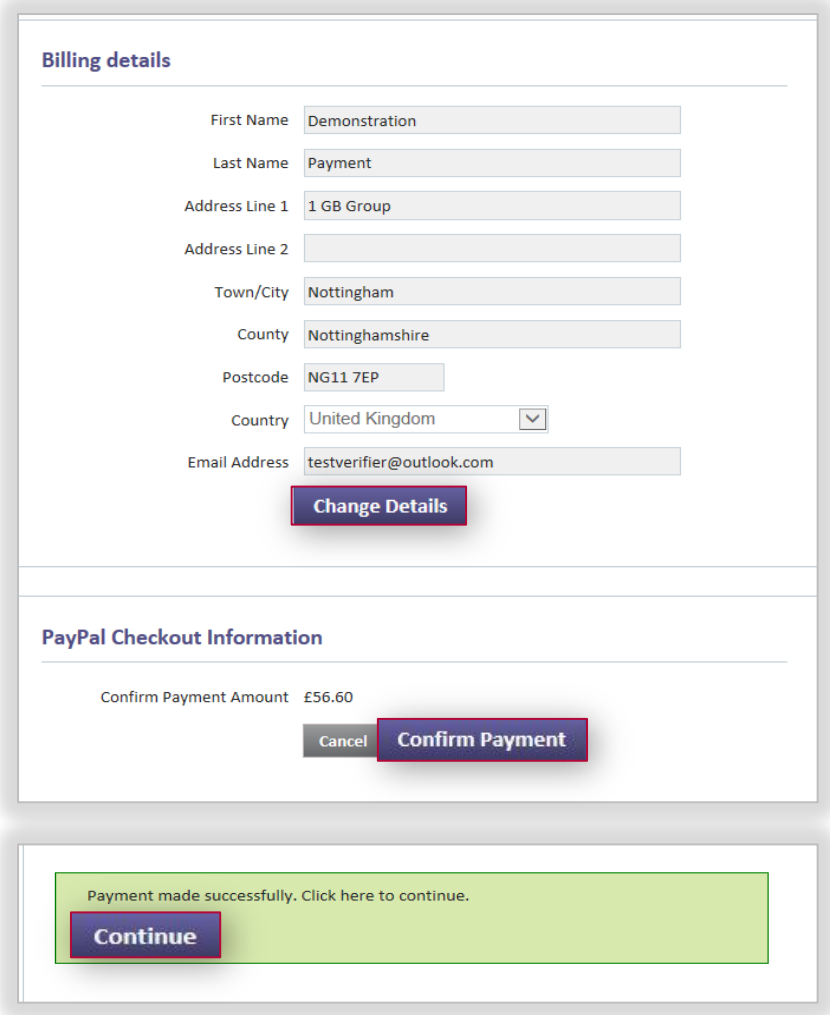
You will be shown the billing details again.

If incorrect, click **Change Details** and update with the correct address.

If Correct, click Confirm Payment.

When the payment has gone through a green box will appear.

Click **continue** to be taken back to the applications page.



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The Post Office have identified an error, what do I do?

To make any changes to the application after it has been submitted it has to be reactivated first. To get your application reactivated please contact us so we can do this for you.

Telephone: 0845 251 5000

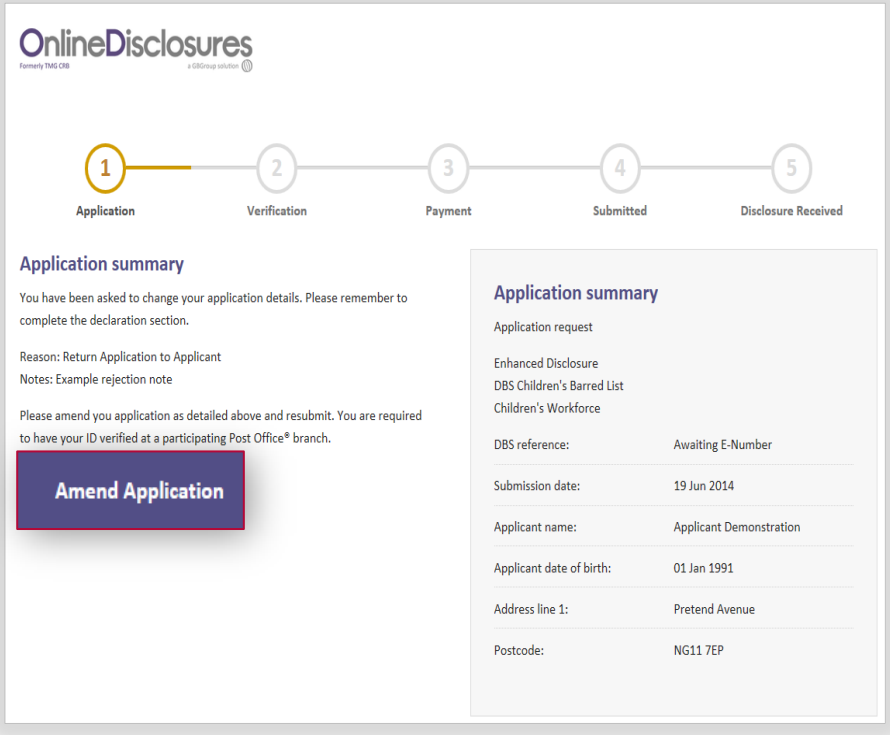
Email: onlinedisclosures@gbgplc.com

Once the application has been reactivated you should **Sign In** and click **Amend Application.**

Make any changes required.

Continue to **Step 4** and **resubmit** the application.

You must Print Out a new **ID Verification Form** and take it to the **Post Office**, along with the ID selected for verification.



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What do I do if my application has been rejected back to me?

Once the application has been **verified** and **submitted**, the application will be further validated and countersigned. This **means** that the application is **checked** to ensure that there are **no errors** i.e., spelling or contradictions in the name, birth or address details.

If no errors/contradictions are found the application details will be **uploaded**, depending on the level of check required, to either the Disclosure and Barring Service (DBS) or Disclosure Scotland, who will run the necessary checks to obtain the relevant disclosure certificate.

If errors/contradictions are found. The Online Disclosures countersignatory team will **reject** the application. This will allow you to clarify or amend the details in question.

How this will happen depends on how you get your ID verified.

My ID was verified by my organisation but has been rejected at countersign

My ID was verified at the Post Office but has been rejected at countersign

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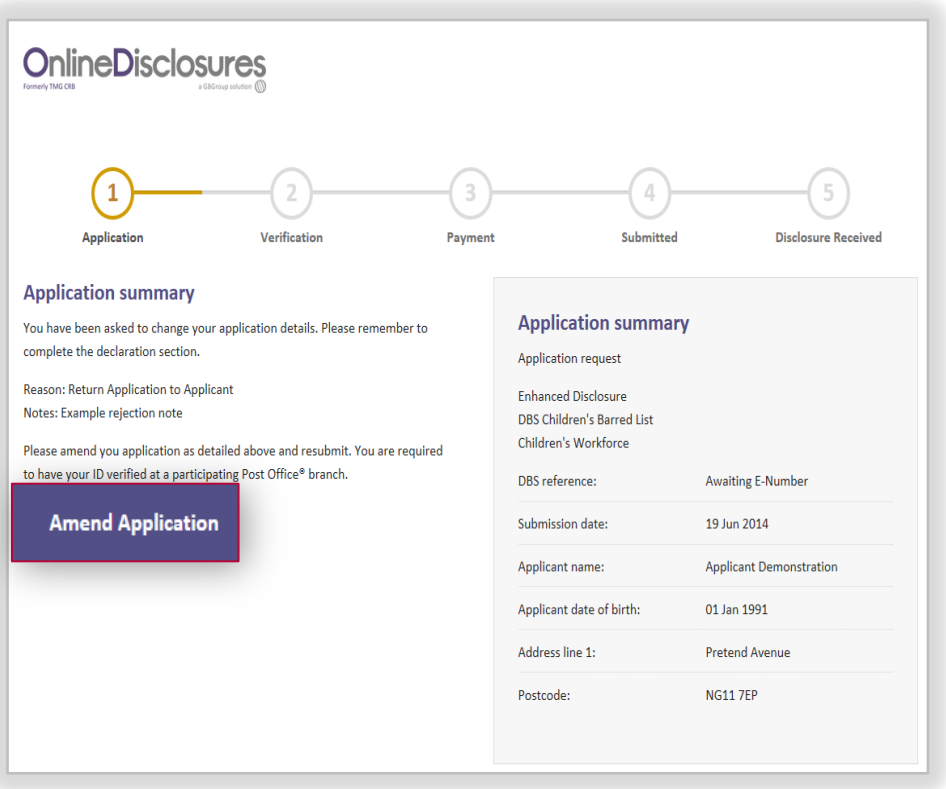
My ID was verified at the Post Office but has been rejected at countersign, What do I do?

You **will be sent an email** to the email address you used to **Sign In** to Online Disclosures. This will advise you on what information is incorrect or needs clarifying. The email will **contain a link** to Online Disclosures, **click this** to be taken to our **Sign In** page.

Click **Amend Application to** make any changes to the information you have entered.

Once you have made the changes, you will need to **submit** the **application again** on **Step 4.**

You will be told in the email if your are required to go to the **Post Office again OR** if you have **to contact us** once you have resubmitted the application.



It is **important** to follow the instructions in the email, if you do not contact us and you are asked to, this can lead to delays in your application being processed.

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My ID was verified by my organisation but has been rejected at countersign, what do I do?

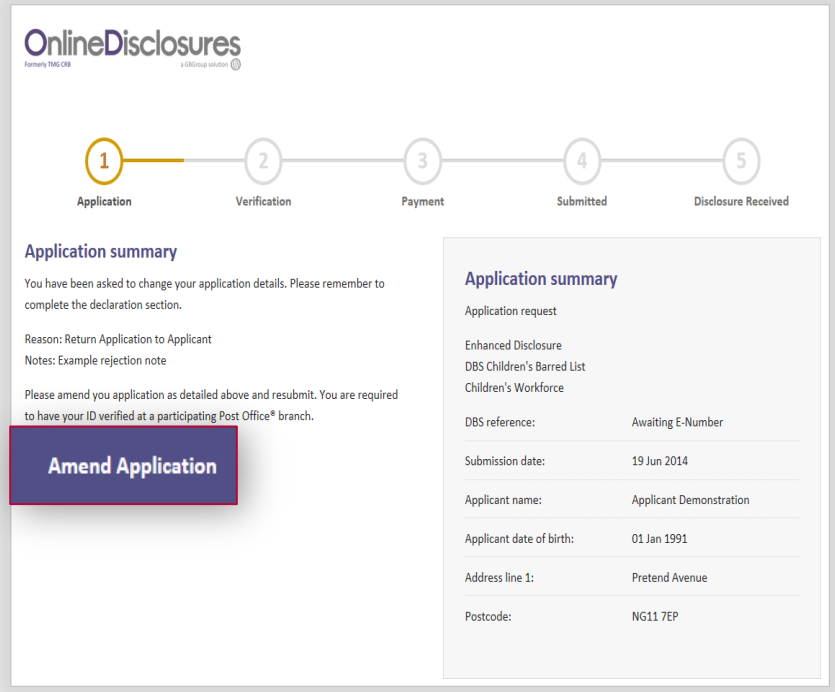
If an error is identified during countersign these must be corrected before your application can continue being processed.
To be able to amend the incorrect information, your **organisation must reject** the application **back to you**. You will then receive an email which details, what needs correcting, and a link to Online Disclosures.

Click the link contained in the email, **Sign In** and click **Amend Application.**

Once you have made the changes,
you will need to submit the application again on Step 4.

A nominated verifier within your organisation must **verify your ID documents again**, before it can be resubmitted to countersign.

Please Note: If you **do not** see the option to amend application please **contact your organisation**.



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Example Activation Email

The **Organisation PIN** is specific to your organisation.

The **email** address listed, is the **one** you have been **added** as a **verifier against**.

When **accessing** Online Disclosures in the **future**, please **use** this **email**, and the **Organisation PIN** to **Sign In** to Online Disclosures.

To **activate** your **account** click on the **link**.

This is an automatically generated message. DO NOT REPLY TO THIS EMAIL.

Dear John,

You have been registered as a Disclosure Manager for Test Organisation. An account has now been created for you with Online Disclosures.

Your login details are:
Organisation PIN: 123456
Email address: demoapplicant@demo.com

In order to activate your account, you will need to create a password.

Please follow the link below to activate your account:
http://.onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=QrHItrq

For full guidance on the role of Disclosure Manager please visit the Online Disclosures website at: https://gbg.onlinedisclosures.co.uk

If you require any assistance, please contact our helpdesk using the details below.

Thank you for using our online service.

How do I Register?

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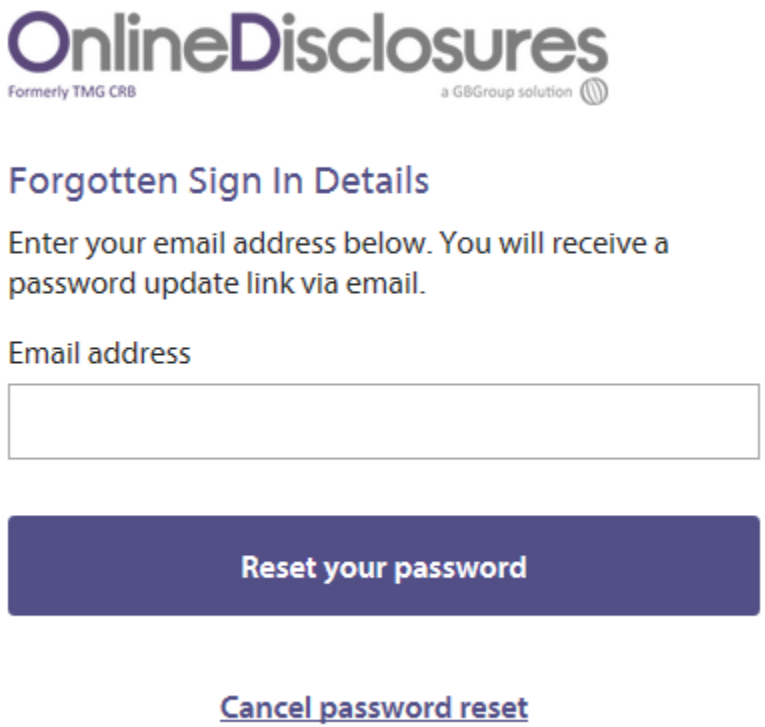
Forgotten sign in details

From the main website if you have forgotten your sign in details, click Forgotten sign in details

Enter the email address you used for login and press the Reset your password button

You will then be sent a link to reset your password


OnlineDisclosures
Formerly TMG CRB
a GBGroup solution
Forgotten Sign In Details
Enter your email address below. You will receive a password update link via email.
Email address
Reset your password
Cancel password reset

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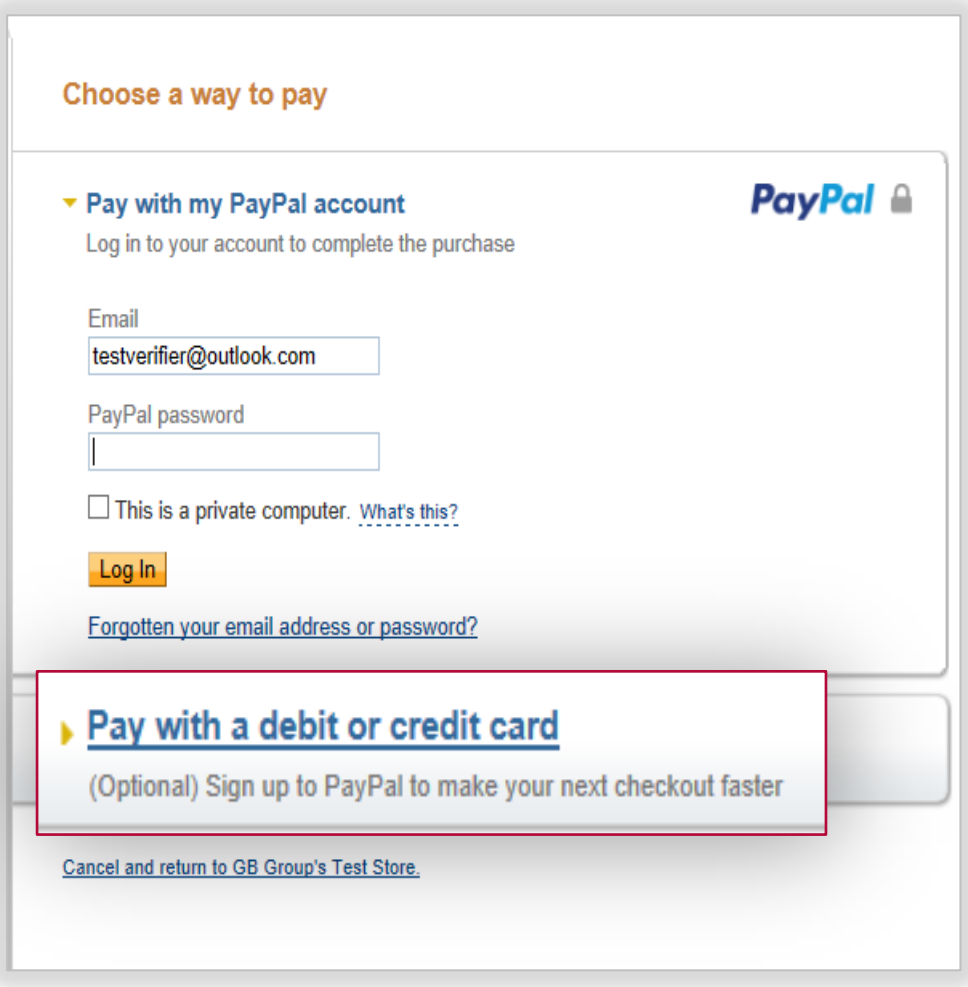
How do I make a payment without a PayPal account?

Click Pay with a Credit/Debit card.


Choose a way to pay
Pay with my PayPal account
PayPal
Log in to your account to complete the purchase
Email
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PayPal password
This is a private computer. What's this?
Log In
Forgotten your email address or password?
Pay with a debit or credit card
(Optional) Sign up to PayPal to make your next checkout faster
Cancel and return to GB Group's Test Store.

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OnlineDisclosures
Formerly TMG CRB
a GBGroup solution

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If you are still unsure about what to do, you can call or email us…

Helpdesk Telephone: 0845 251 5000
Opening Times: 8.30am to 5.30pm Monday to Friday

Email: onlinedisclosures@gbgplc.com

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